

FOOD/BEVERAGE AND ACCOMMODATION



CANADIANA

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ALBERTA
TOURISM
EDUCATION
COUNCIL

Front Desk Agent CERTIFICATION STANDARDS



**ALBERTA
TOURISM
EDUCATION
COUNCIL**

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Alberta Chamber of
Commerce

Alberta Culinary Arts
Foundation

Alberta Hotel Association

Alberta Restaurant and
Foodservices Association

Motel Association of Alberta

Tourism Industry Association
of Alberta

Alberta Tourism

Alberta Career Development
and Employment

Alberta Advanced Education

Council of Presidents
(Colleges and Technical
Institutes)

Alberta Vocational Centres

Universities Coordinating
Council

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▼ INTRODUCTION

The tourism industry in Alberta presently creates an estimated 100,000 full-time, part-time and seasonal jobs. By the year 2000, tourism has the potential to provide 220,000 jobs for Albertans. This tremendous potential for growth represents both an opportunity and a challenge.

The Alberta Tourism Education Council is responding to that challenge. The mandate of the Council is to stimulate and integrate the resources of industry, government and education to meet the present and future education and training needs of Alberta's tourism industry. One of the important initiatives undertaken by the Council is the development of standards for occupations within the industry. Standards now exist for various positions in the food/beverage/accommodation and adventure tourism/recreation sectors. In addition, several sets of standards exist which are applicable to all sectors of the tourism/hospitality industry. Development of standards is ongoing, leading to a range of standards for key occupations in all sectors.

Another primary initiative of the Council is the development of a province-wide process for certification. This is a major advance for Alberta's tourism industry and is designed to provide individuals currently working in the industry with an opportunity to apply their knowledge and skills and receive an industry-recognized certificate from the Alberta Tourism Education Council.

Certification enables employees to further career-development goals and allows employers to hire staff that are trained to a measurable level. This in turn enhances the image of the industry and attracts energetic and talented individuals to the many exciting and rewarding career opportunities in the industry.

If you would like more information on how you can benefit from these certification standards, please call or write:

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▼ STANDARDS OVERVIEW

WHAT ARE STANDARDS?

Standards are statements outlining what an individual must know and the skills and attitudes required of that individual to be considered competent in an occupation.

WHY DEFINE STANDARDS?

People working within the tourism industry have been labelled as unskilled workers. This stereotype is far from the truth. Central to the mandate of the Alberta Tourism Education Council is the enhancement of the image of hospitality within both the industry and the general public. Defining standards is one way to help increase awareness of the skills required of those working within this industry.

HOW ARE STANDARDS DEVELOPED?

These standards were developed from information provided by two industry committees. The Industry Validation Committee (IVC), consisting of individuals working within this occupation, provided the information from which a complete description of necessary skills was generated. The standards were written, and feedback was then provided by the Standards Industry Advisory Committee (SIAC), which is also made up of individuals working in this occupation. The IVC then met to validate the standards, considering the feedback from SIAC as well as their own suggestions.

A minimum of 40 professionals from the occupation are directly involved in developing each set of standards.

WHO BENEFITS FROM STANDARDS?

Eventually, all Albertans will benefit from the monitoring of performance in relation to industry standards. As standards gain recognition, industry professionals will maintain or increase personal skills, resulting in direct benefits to local and visiting consumers.

Specific groups who can benefit from standards are:

Service Professionals

- standards help identify career paths
- standards enhance the public image of service professionals
- standards provide a basis for challenge, self-improvement and advancement
- standards provide the basis for certification, based upon competent performance

Employers and Owners

- standards define areas where employees must be proficient, which assists in recruiting, training and development of staff
- standards provide employers and owners with a highly trained work force, which can increase productivity and decrease costs incurred by high staff turnover translating into an improved bottom line

Educators

- standards provide the basis for curriculum and program development
- standards identify areas of industry where educational expertise is needed and applicable

Students

- standards help to promote the tourism industry as a viable and fulfilling career choice
- standards allow visualization of career options within the tourism industry

HOW ARE STANDARDS READ?

Major Categories are located in the outer margins. These indicate the general skill area within the occupation.

Skills are located in the left-hand column. These indicate abilities service professionals must demonstrate to fulfill the requirements of the position properly.

Standards are located in the right-hand column. These specify what a service professional must do and provide the knowledge necessary to accomplish the task. The centre column identifies the standard as either:

- **K (knowledge task)** - what a service professional must know to be considered competent in a skill, or
- **P (performance task)** - what a service professional must demonstrate to be considered competent in a skill, based on the requirements as stated in the knowledge standard.

HOW DO STANDARDS RELATE TO THE CERTIFICATION PROCESS?

Standards are used as the basis for the implementation of a three-step province-wide certification process for industry personnel. The initial step is a multiple choice examination which, when successfully completed, is followed by a performance evaluation completed by a supervisor in the work place. The third step is a performance evaluation conducted by a certified, trained Alberta Tourism Education Council evaluator.

WHAT DOES 'HOUSE POLICY' MEAN IN STANDARDS?

The Alberta Tourism Education Council recognizes that an establishment may have internal policies that affect the way in which a skill is performed. Therefore, some standards have 'with consideration of house policy' added to the performance portion of the standard for certification purposes.

The knowledge portion of these standards contains the typical generic policy with which the employee should be familiar in order to challenge the written examination. By learning or demonstrating an accepted generic standard, the certified professional gains the advantage of greater job mobility, as well as an appreciation of other ways of accomplishing tasks.

House policy does not replace the generic standard; rather, it allows the Alberta Tourism Education Council evaluator to determine if performance is to the standard or follows a particular house policy. The evaluator will not fail candidates for following policies of their establishments.

▼ ACKNOWLEDGEMENTS

The Alberta Tourism Education Council would like to recognize the following individuals and organizations for their expertise, time and energy without which the development of these standards would not have been possible.

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CONTRIBUTING ORGANIZATIONS AND INSTITUTIONS

Alberta Advanced Education
Alberta Hotel Association
Alberta Restaurant and Foodservices Association
Alberta Tourism
Alberta Vocational Centres

We apologize if we have overlooked any contributors to this project. Please let us know if you are aware of any omissions.

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FRONT DESK AGENT



G. DEPARTMENTAL DUTIES

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1. Use Equipment
2. Follow Operational Procedures
3. Provide Guest Services
4. Provide Information to Other Departments
5. Process Guest Accounts
6. Handle Cash

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1. Outline Provincial Regulations

GLOSSARY

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- 1.1. demonstrate implementation of professional service standards and procedures, based on professional standards and procedures developed by the Alberta Tourism Education Council
- 1.2. exhibit attitudes of service professionalism

FRONT DESK AGENT STANDARDS

Note: Where reference is made to legislation, the reader is expressly advised to consult the original legislation, and to obtain further advice as required.

DEPARTMENTAL DUTIES

1. Use Equipment
2. Follow Standardized Procedures
3. Provide Guest Services
4. Provide Information to Other Departments
5. Process Guest Accounts
6. Handle Cash

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**SKILL 1:
EXHIBIT ATTRIBUTES OF
SERVICE
PROFESSIONALISM**

1.1 state importance of professional service	<p>K state importance of professional service:</p> <p>link between guest and employee which increases guest and employee satisfaction and improves company's reputation</p>
1.2 exhibit attributes of service professionalism	<p>K outline how to exhibit attributes of service professionalism:</p> <ul style="list-style-type: none"> a) be people-oriented: <ul style="list-style-type: none"> • express genuine interest in meeting, helping and interacting with others • be outgoing and friendly • show sincere appreciation of others • show sense of humour b) exhibit enthusiasm: <ul style="list-style-type: none"> • show enjoyment in job • take initiative, e.g. assume responsibility, find things to do • be energetic c) maintain positive attitude: <ul style="list-style-type: none"> • learn from mistakes, e.g. do not repeat errors • do not take things personally, e.g. do not blame self • think positively; believe in abilities, e.g. visualize goals clearly and act in manner consistent with image • do not anticipate bad experiences, e.g. do not complain about pending workload
P	<p>P exhibit attributes of a service professionalism as outlined above</p>

A.
INTER-
PERSONAL
SKILLS



SKILL 1: EXHIBIT ATTRIBUTES OF SERVICE PROFESSIONALISM

1.3 be service oriented

- K** outline how to be service oriented:
- a) anticipate guest needs
 - b) ensure guest satisfaction, e.g. ask guest for feedback, listen to guest
 - c) take responsibility for investigating errors and complaints
 - d) know product and answer questions competently
 - e) sell product, e.g. promote in-house facilities
 - f) be caring and considerate, for example:
 - be sincere; do not patronize
 - follow up on concerns
 - treat guests as individuals

P be service oriented as outlined above

1.4 exhibit behaviours associated with providing hospitality

K outline behaviours associated with providing hospitality:

- a) be friendly
- b) be helpful
- c) show empathy
- d) be approachable
- e) be resourceful
- f) be attentive
- g) be courteous
- h) be enthusiastic
- i) use appropriate body language
- j) use appropriate voice intonation
- k) establish eye contact frequently
- l) maintain personal cleanliness
- m) maintain professional appearance

P exhibit behaviours associated with providing hospitality as outlined above

A. INTER- PERSONAL SKILLS

SKILL 1:
**EXHIBIT ATTRIBUTES OF
 SERVICE
 PROFESSIONALISM**



1.5 be adaptable	<p>K outline how to be adaptable:</p> <ul style="list-style-type: none"> a) be flexible, e.g. use creative alternatives b) show willingness to learn and take direction, for example: <ul style="list-style-type: none"> • be attentive, e.g. take notes • inquire about other departments c) deal with changing demands, for example: <ul style="list-style-type: none"> • reorganize workload as needed • handle stress
1.6 describe importance of teamwork	<p>P be adaptable as outlined above</p> <p>K describe importance of teamwork:</p> <ul style="list-style-type: none"> a) success requires combined effort toward common goal b) all employees, regardless of role, contribute to success c) working as member of team is personally rewarding d) all employees are integral in assuring customer satisfaction e) teamwork produces consistent product and service
1.7 be a team player	<p>K outline how to be a team player:</p> <ul style="list-style-type: none"> a) carry share of workload b) fulfil tasks to best of abilities c) maintain regular communication with team members d) ask for assistance when needed e) assist others f) take pride in individual and team accomplishments

A.
 INTER-
 PERSONAL
 SKILLS



SKILL 1: EXHIBIT ATTRIBUTES OF SERVICE PROFESSIONALISM

1.7 cont'd

1.8 maintain personal appearance

1.9 follow staff conduct policies

P be a team player as outlined above

K identify how to maintain appearance hygiene:

- a) maintain clean, natural looking skin
- b) control body odour, e.g. use deodorant
- c) maintain clean, controlled hair
- d) maintain proper oral hygiene
- e) use cosmetics, accessories and fragrances discreetly
- f) maintain clean hands and finger-nails
- g) maintain appearance of uniform:
 - clean and press daily
 - ensure name tag and buttons are securely fastened
- h) shine shoes

P maintain personal appearance as outlined above, with consideration of house policy

K outline how to follow staff conduct policies:

- a) determine if policies have been established to regulate staff conduct, for example:
 - fraternizing with guests
 - smoking, drinking, eating, gum chewing on duty
 - breaks
 - privileges, e.g. discounts
 - use of facilities
 - parking

A. INTER- PERSONAL SKILLS

SKILL 1:
**EXHIBIT ATTRIBUTES OF
 SERVICE
 PROFESSIONALISM**



1.9 cont'd	<ul style="list-style-type: none"> b) determine staff conduct policies: <ul style="list-style-type: none"> • ask supervisor • ask co-workers • read training manual • attend orientation c) adhere to staff conduct policies <p>P follow staff conduct policies as outlined above</p>
1.10 identify purpose of house policy	<p>K identify purpose of house policy:</p> <ul style="list-style-type: none"> a) to provide consistent service b) to provide guidelines for staff conduct c) to project professional and distinctive image
1.11 follow time management guidelines	<p>K outline how to follow time management guidelines:</p> <ul style="list-style-type: none"> a) review tasks to be performed b) assess tasks, e.g. size, time requirements c) prioritize tasks: <ul style="list-style-type: none"> • schedule in efficient order d) perform tasks e) follow up <p>P follow time management guidelines as outlined above</p>

A.
 INTER-
 PERSONAL
 SKILLS



SKILL 2: USE COMMUNICATION SKILLS

2.1 state importance of effective communication

K state importance of effective communication:

- a) helps avoid misunderstandings
- b) provides basis for quality service

2.2 use effective communication skills

K outline how to use effective communication skills:

- a) ensure verbal and nonverbal messages reinforce one another
- b) adjust to style of listener, e.g. values, beliefs, biases
- c) develop effective message:
 - consider goal or desired impact
 - organize material:
 - start with introduction
 - arrange statements in order of priority
 - develop details
 - summarize points by reviewing what has been said
 - establish length of message
 - ensure clarity of message
 - choose best communication tool or method, e.g. memo, writing, telephone, verbal
- d) use appropriate language:
 - be informative and concise
 - avoid using slang or industry terminology
 - use name or title of guest, whenever possible
- e) ask for feedback to ensure understanding
- f) evaluate process, considering feedback, questions asked and conclusions arrived at

A. INTER- PERSONAL SKILLS

SKILL 2:
USE COMMUNICATION SKILLS



2.2 cont'd	P	use effective communication skills as outlined above
2.3 use listening skills	K	<p>outline how to use listening skills:</p> <ul style="list-style-type: none"> a) display interest and enthusiasm b) paraphrase or ask questions to confirm understanding and clarify information c) recognize speaker's feelings by responding with verbal or non-verbal communication d) keep open mind, e.g. listen before offering solutions or advice
2.4 define nonverbal communication	P	use listening skills as outlined above
2.5 identify components of nonverbal communication	K	<p>define nonverbal communication: messages perceived or sent through appearances and behaviours</p> <p>identify components of nonverbal communication:</p> <ul style="list-style-type: none"> a) handshake b) eye contact c) dress d) grooming e) body language f) tone of voice g) facial expression h) distance from others, e.g. comfort zone i) arrangement of physical environment, e.g. manipulation of work space

A.
INTER-
PERSONAL
SKILLS

FRONT DESK AGENT



SKILL 2: USE COMMUNICATION SKILLS

2.6 communicate with people with special needs

- K describe how to communicate with people with special needs:
- a) determine individual communication needs
 - b) avoid use of insensitive descriptors, e.g. handicap, disabled
 - c) when serving blind guest:
 - speak quietly when approaching and explain activities as necessary
 - do not point when referring to locations
 - inform guest prior to leaving
 - read folio aloud to guest
 - d) when serving deaf guest:
 - use basic gestures, e.g. point
 - use paper and pen to communicate, if necessary
 - notify guest of presence with light touch to shoulder, if necessary
 - speak slowly and clearly to hearing-impaired guests
- P communicate with people with special needs as outlined above

A. INTER- PERSONAL SKILLS



**SKILL 1:
PROVIDE INFORMATION
SERVICES**

<p>1.1 identify property information</p> <p>1.2 identify departments of property</p> <p>1.3 identify facilities and services</p>	<p>K identify property information:</p> <ul style="list-style-type: none"> a) mission statement or company philosophy b) company goals, e.g. future development plans c) company history, e.g. number of years in operation, previous owners d) parent company e) current owners f) affiliated properties and locations g) folklore <p>K identify departments of property:</p> <ul style="list-style-type: none"> a) identify types of departments, for example: <ul style="list-style-type: none"> • sales • catering functions • housekeeping • maintenance • shipping/receiving • executive offices b) identify information about departments: <ul style="list-style-type: none"> • location • hours of operation • phone number • key personnel • duties and responsibilities <p>K identify facilities and services:</p> <ul style="list-style-type: none"> a) identify types of facilities and services, for example: <ul style="list-style-type: none"> • food and beverage outlets • conference rooms • recreation facilities, e.g. pool • business services, e.g. typing, photocopying
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B.
GUEST
INFORMATION
SERVICES

FRONT DESK AGENT



SKILL 1: PROVIDE INFORMATION SERVICES

1.3 cont'd

- parking
 - guest services, e.g. child care, laundry, lost and found
- b) identify information about facilities and services:
- location
 - hours of operation
 - extent of services
 - cost of services
 - key personnel
 - phone number

1.4 identify room packages and special programs

K identify room packages and special programs:

- a) identify types of room packages and special programs, for example:
- bridal package
 - weekend package
 - bonus point program
 - frequent stay program
- b) identify features of room packages and special programs, for example:
- benefits
 - restrictions
 - costs
 - registration

B. GUEST INFORMATION SERVICES

1.5 identify room types and room rates

K identify room types and room rates:

- a) identify room types, for example:
- standard
 - deluxe
 - suite
 - single
 - double
 - twin

SKILL 1:
PROVIDE INFORMATION SERVICES



<p>1.5 cont'd</p> <p>1.6 identify in-room features</p> <p>1.7 identify community services information</p>	<p>b) identify room rates, for example:</p> <ul style="list-style-type: none"> • rack • government • corporate • complimentary/house • seasonal • yield management <p>K identify in-room features:</p> <ul style="list-style-type: none"> a) temperature control b) television c) movie channel d) telephone (local and long-distance) e) shower or bath f) jacuzzi g) fireplace flue, screen and gas controls h) mini bar i) ice and pop machines j) t.v. video service, including: <ul style="list-style-type: none"> • account review • messages • room service • complete check-out <p>K identify community services information:</p> <p>a) identify types of community services available, for example:</p> <ul style="list-style-type: none"> • shopping malls • churches • bank machines • liquor stores • restaurants • theatres • running paths • hiking/biking trails • public transportation
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B.
 GUEST
 INFORMATION
 SERVICES

FRONT DESK AGENT



SKILL 1: PROVIDE INFORMATION SERVICES

1.7 cont'd

1.8 provide information services

B. GUEST INFORMATION SERVICES

- b) identify types of information required, for example:
- location
 - phone number
 - hours of operation
 - types of services available
 - approximate cost of services

K outline how to provide information services:

- a) determine information requirements:
 - listen to guest's requests
 - ask questions to clarify needs
- b) access information:
 - answer questions, e.g. supply phone numbers, explain use of in-room features
 - make personal recommendations, if asked
 - supply literature, e.g. brochures, business cards
 - refer to alternate information source, if required
- c) offer additional service, e.g. make reservation, demonstrate use of in-room features
- d) direct guest to services, e.g. describe route

P provide information services as outlined above

**SKILL 2:
PROMOTE TOURISM**



	<p>K define tourism:</p> <ul style="list-style-type: none"> a) range of activities that provide and manage needs and wants of people travelling outside home community for business, rest, recreation, sightseeing, and visiting b) involves participation of area residents, businesses, agencies and educational institutions <p>K identify impact of tourism:</p> <ul style="list-style-type: none"> a) creates jobs b) generates revenue c) generates goodwill <p>K outline how to promote tourism and hospitality:</p> <ul style="list-style-type: none"> a) be ambassador for Alberta b) realize that all interactions with visitors affect visitors' impressions of Alberta c) know Alberta's major tourism events and attractions, for example: <ul style="list-style-type: none"> • Calgary Stampede • Edmonton Klondike Days • Fringe Theatre Festival • Jasper-Banff Relay • Edmonton Folk Festival • Jazz City • Rocky Mountains • Drumheller Badlands • Banff, Elk Island and Jasper National Parks • Kananaskis Resort Area <p>P promote tourism and hospitality as outlined above</p>
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B.
GUEST
INFORMATION
SERVICES



SKILL 1: OPERATE SWITCHBOARD

- 1.1 operate switchboard and front desk telephone

- K describe how to operate switchboard and front desk telephone:
- a) determine operating instructions:
 - read operation manual supplied by manufacturer
 - participate in training sessions
 - obtain assistance from supervisor or co-workers
 - b) follow operating instructions, in order to:
 - turn guest phones on and off
 - restrict calls
 - answer, hold and transfer calls
 - recognize call waiting
 - connect:
 - outgoing calls
 - conference calls
 - accommodate computer link-ups
 - program:
 - wake-up calls
 - messages
 - check room status
 - c) clean and maintain as outlined
 - d) report to supervisor if damaged or malfunctioning

- P operate switchboard and front desk telephone as outlined above, with consideration of house policy

C. SWITCHBOARD

SKILL 2:
PROCESS CALLS
**2.1 process calls**

- K** outline how to process calls:
- a) prepare for calls:
 - determine personnel on duty in each department
 - have paper and pen to record information
 - b) answer promptly:
 - be courteous
 - speak clearly
 - identify self and organization
 - c) greet caller:
 - determine needs
 - d) prioritize calls, e.g. outside calls first, guest calls before staff calls
 - e) process in order established
 - f) direct to appropriate department:
 - redirect, if necessary
 - g) offer to take message if call cannot be completed
 - h) thank caller
 - i) follow up

P process calls as outlined above, with consideration of house policy

2.2 take messages

- K** outline how to take messages:

- a) offer to take message
- b) request and record:
 - caller's name and telephone number
 - name of person called
 - message
 - time of call
- c) verify information by repeating details back to caller
- d) initial message

C.
SWITCHBOARD

FRONT DESK AGENT



SKILL 2: PROCESS CALLS

C. SWITCHBOARD

2.2 cont'd

- e) deliver message:
- send to appropriate department or facility
 - activate message waiting signal and file message

P take messages as outlined above, with consideration of house policy

2.3 process wake up calls

K outline how to process wake up calls:

- a) record information:
 - guest's name
 - room number
 - time required
- b) repeat back to guest to verify information
- c) input information:
 - program automatic system:
 - verify accuracy
 - initial that call has been programmed
 - record details for manual system:
 - verify accuracy
 - call at appointed time
 - record that call has been made
- d) check room if no response to wake up call

P process wake-up calls as outlined above, with consideration of house policy

2.4 charge calls to guest accounts

K outline how to charge calls to guest accounts:

- a) log call information from operator or automatic system:
 - for local calls, record number of calls made

**SKILL 2:
PROCESS CALLS**

2.4 cont'd

- for long distance calls, record:
 - length of call
 - charges
 - number called
 - time of day
 - b) initial entry
 - c) calculate tax, hotel service charge and phone charge
 - d) post charges
 - e) contact Automatic Charge Quotation System (ACQS) or Hotel Operator Billing Information Centre (HOBIC) for call and charge discrepancies
- P charge calls to guest accounts as outlined above, with consideration of house policy

C.
SWITCHBOARD



SKILL 1: SELL PROPERTY

1.1 sell property

- K** outline how to sell property:
- a) sell property services, for example:
 - provide brochures and inform guests and potential guests of services
 - offer to make reservations in property's food and beverage outlets
 - suggest use of property facilities and promotions, e.g. nightclubs, gift shops, recreation facilities, dinner specials, senior discounts
 - b) upsell rooms, e.g. suggest higher priced rooms to accommodate guests more comfortably
 - c) top-down sell, e.g. suggest more expensive rooms first
 - d) inform other hotels of occupancy levels to bring in overflow traffic
 - e) obtain information on occupancy levels of other hotels to redirect guests, if necessary
- P** sell property as outlined above, with consideration of house policy

D. RESERVATIONS

**SKILL 2:
FOLLOW
RESERVATION
PROCEDURES**



2.1 respond to reservation inquiries

- K** outline how to respond to reservation inquiries:
- a) for general inquiries:
 - determine reservation requirements:
 - number in party
 - arrival and departure dates
 - type of room, e.g. kitchenette, suite
 - number of beds or rooms
 - check availability chart or screen for space available on dates requested:
 - if space is not available:
 - ▲ inform caller and suggest alternatives
 - ▲ thank caller
 - if space is available:
 - ▲ confirm type of room and number of beds requested
 - ▲ quote room rate
 - ▲ identify special requests, e.g. crib, non-smoking room
 - ▲ make suggestions using sales techniques, e.g. upselling, top-down selling
 - ▲ take reservation
 - b) for group inquiries:
 - record:
 - name of caller
 - number in group
 - arrival and departure dates
 - number of rooms required
 - conference space required
 - food and beverage needs
 - provide name of person who will return call and handle booking
 - ensure caller understands that reservation has not been made

**D.
RESERVATIONS**



SKILL 2: FOLLOW RESERVATION PROCEDURES

2.1 cont'd

P respond to reservation inquiries as outlined above

2.2 take reservations

K outline how to take reservations:

- a) enter guest information:
 - name
 - name of caller, if different
 - number in party
 - company name, if applicable
 - telephone number(s)
 - arrival and departure dates
 - inquire if first or return visit
 - type of room
 - special requests
- b) determine billing arrangements:
 - record:
 - company name, billing address and telephone number
 - contact name
 - if travel agent booking, obtain:
 - agent name
 - address
 - telephone number
 - International Air Transport Association (IATA) number, if applicable
- c) describe:
 - guaranteed reservation, e.g. room held until next day's check-out time and then released
 - non-guaranteed reservation, e.g. room held until specified time and then released
- d) if guaranteed reservation is requested, obtain security, e.g. advance deposit, credit card number, purchase order number

D. RESERVATIONS

**SKILL 2:
FOLLOW
RESERVATION
PROCEDURES**



2.2 cont'd

- e) explain cancellation policy:
 - length of time prior to arrival permitted for cancellation notice
 - penalties charged for not meeting policy requirements, e.g. for guaranteed and non-guaranteed reservations
- f) review reservation information to ensure accuracy
- g) state check-in times:
 - if guaranteed reservation, state earliest check in time
 - if non-guaranteed reservation, state earliest and latest check in time
- h) complete documentation
- i) initial reservation
- j) provide confirmation number and explain confirmation is not guarantee
- k) thank caller

P take reservations as outlined above, with consideration of house policy

2.3 change reservations

K outline how to change reservations:

- a) locate original reservation
- b) verify original information, for example:
 - arrival and departure dates
 - name of guest(s)
- c) identify required changes
- d) check availability chart or screen
- e) confirm changes or offer alternatives
- f) quote change in rate, if applicable
- g) record caller's name
- h) initial reservation

D.
RESERVATIONS

FRONT DESK AGENT



SKILL 2: FOLLOW RESERVATION PROCEDURES

2.3 cont'd

P change reservations as outlined above, with consideration of house policy

2.4 cancel reservations

K outline how to cancel reservations:

- a) locate original reservation
- b) verify information on reservation:
 - name of guest(s)
 - arrival and departure dates
 - number of rooms
- c) record name of caller
- d) check cancellation policy and inform caller of charges, if applicable
- e) provide cancellation number
- f) offer to re-book for another time
- g) thank caller
- h) delete name from arrivals list
- i) cancel reservation from system and file
- j) initial and record date and time of cancellation
- k) update room status

P cancel reservations as outlined above, with consideration of house policy

D. RESERVATIONS



**SKILL 1:
PROCESS GUEST
ARRIVALS**

1.1 prepare for guest arrivals

- K outline how to prepare for guest arrivals:
- prepare arrival documents and room rack:
 - check for duplications
 - check information lists, e.g. note VIPs
 - assign rooms:
 - assign special requests rooms first, for example:
 - non-smoking rooms
 - rooms available for early check ins
 - rooms with space for cribs
 - assign remaining rooms
 - communicate room numbers and associated special requests to appropriate departments
 - file arrival documents

P prepare for guest arrivals as outlined above

1.2 follow steps to check in guest

- K outline steps to check in guest:

- greet guest:
 - welcome guest to property
 - address by name, if known
 - give guest messages
 - follow protocol for VIPs, for example:
 - address by title
 - ensure special arrangements are complete
- verify reservation information:
 - name of guest
 - departure date
 - room type
 - special requests
 - room rate
 - advance deposit received
- suggest alternatives for non-guaranteed reservations that have been released
- upsell room, if appropriate

E.
ARRIVALS



SKILL 1: PROCESS GUEST ARRIVALS

1.2 cont'd

- e) complete arrival document:
 - fill in reservation information
 - obtain:
 - guest's signature
 - additional information, e.g. make, year and license number of automobile
 - initial
 - record time using time stamp
- f) determine method of payment:
 - for cash payment, obtain:
 - advance payment
 - deposit for additional services, e.g. mini bar, pets
 - identification
 - for credit card payment:
 - ensure card type is accepted
 - check card expiry date
 - compare signature on back of card with arrival document
 - run card and charge slip through imprinter
 - check card with cancellation bulletin
 - obtain authorization, if necessary:
 - ▲ follow instructions of authorization centre
 - ▲ if authorization denied, inform guest and arrange for alternate form of payment
 - for direct billing:
 - if pre-approved, confirm charging restrictions with guest, e.g. billing covers room and tax only

E. ARRIVALS



**SKILL 1:
PROCESS GUEST
ARRIVALS**

1.2 cont'd

- if no account has been set up, establish alternate means of settling account, e.g. credit card, short-term billing:
 - ▲ obtain information
 - ▲ send information to applicable department for verification

- g) assign room number
- h) inform guest of:
 - additional charges, e.g. parking, telephone
 - in-house specials or promotions, e.g. complimentary coffee and newspaper
 - hours and availability of facilities and services
 - benefits of selected package, e.g. corporate breakfast
- i) inform guest with special needs of safety and evacuation procedures
- k) offer assistance, e.g. ask if guest service attendant could help with luggage
- l) provide key(s) or card(s) and direct guest to room:
 - explain how to use, if necessary
 - do not say room number aloud
- m) wish guest a good stay and invite feedback
- n) update rooming board by changing reserve status to arrival status on manual or computer system

1.3 follow steps to handle walk-ins

P follow steps to check in guests as outlined above, with consideration of house policy

K outline steps to handle walk-ins:

- a) decide whether to accept walk-in, e.g. do not accept guest displaying abusive behaviour

E.
ARRIVALS

FRONT DESK AGENT



SKILL 1: PROCESS GUEST ARRIVALS

1.3 cont'd

- b) identify guest needs:
 - length of stay
 - type of room
 - number of beds or rooms
- c) check room availability chart or screen
- d) if space is available:
 - identify special requests
 - quote rate, employing top-down selling technique or discounting based on occupancy status
 - follow check-in procedures if room is accepted
- e) if space is not available, suggest alternatives

P follow steps to handle walk-ins as outlined above

1.4 check in groups

K describe how to check in tours and groups:

- a) prepare for group arrival:
 - check with supervisor or expected arrivals list to determine if guests are arriving individually or as group
 - assign rooms
 - make up room list and distribute to:
 - guest services
 - housekeeping
 - front desk
 - prepare arrival documents and key or card for each guest
- b) when group arrives:
 - verify with group leader:
 - method of payment and billing instructions

E. ARRIVALS

**SKILL 1:
PROCESS GUEST
ARRIVALS**

1.4 cont'd

- number of guests in group
 - rates
 - food and beverage information, e.g. use of vouchers, meal plans
 - departure information:
 - ▲ date and time of departure
 - ▲ baggage handling arrangements
 - ▲ need for wake-up calls
 - provide group leader with keys or cards and room list
 - provide information to group leader or entire group:
 - give directions to facilities and rooms
 - explain luggage procedures
 - direct guests to information board
 - distribute pertinent information, e.g. maps in foreign languages
 - inform guests of phone restrictions
 - provide guests with information, e.g. maps of area, while registration is being completed
 - c) update rooming board
- P follow steps to check in groups as outlined above, with consideration of house policy

**E.
ARRIVALS**

FRONT DESK AGENT



SKILL 1: PROCESS GUEST DEPARTURES

F. DEPARTURES

1.1 prepare for guest departures

- K outline how to prepare for guest departures:
- obtain list of expected departures and check availability chart or screen
 - check documented guest departure times to prepare for early and late check outs
 - inform other departments of early and late checkouts, e.g. guest services, housekeeping
 - update guest accounts:
 - identify chargeable services, for example:
 - telephone
 - parking
 - mini bar
 - laundry
 - post charges manually or key into computer

P prepare for guest departures as outlined above

1.2 follow steps to check out guest

- K describe steps to check out guest:
- greet guest
 - request guest's name, room number and key or card; if guest wishes to stay after account has been cleared, inform guest of late stay policy if applicable
 - ask guest if stay was comfortable
 - review bill with guest:
 - confirm charges
 - make adjustments:
 - post additional charges, e.g. mini bar, coffee shop

**SKILL 1:
PROCESS GUEST
DEPARTURES****1.2 cont'd**

- post corrections, e.g. incorrect restaurant charge, and obtain approval from supervisor
- apologize to guest for delay or misunderstanding
 - inform of tax, e.g. exemptions
- e) confirm method of payment with guest; if payment method changes from credit card, destroy imprint in front of guest and rescind authorization
- f) establish zero balance:
 - for credit card payment:
 - complete credit card voucher
 - complete credit card authorization
 - follow authorization centre's instructions, e.g. put authorization number on voucher
 - obtain guest's signature
 - provide guest with copy
 - if credit card authorization declined, inform guest and arrange for alternate form of payment
 - for cash payment:
 - obtain cash or return balance if prepayment exceeds guest charges
 - process direct billing, e.g. obtain purchase order number
 - ring in payment on cash register or key into computer
 - place payment in cash register or drawer
 - provide guest with copy of guest account
- g) offer assistance with bags and obtain guest services attendant for immediate service, if required
- h) offer to make future reservation

**F.
DEPARTURES**



SKILL 1: PROCESS GUEST DEPARTURES

1.2 cont'd

- i) record time of check out using time stamp
- j) check out room:
 - change room status on availability chart or screen
 - inform housekeeping and reservations

P follow steps to check out guests as outlined above, with consideration of house policy

1.3 follow guidelines for processing group departures

K outline guidelines for processing group departures:

- a) obtain list of outstanding charges and inform group leader; review group package charges with group leader
- b) settle final charges not covered by tour package with individual guests, establish zero balance and issue receipt
- c) obtain keys from group leader
- d) follow steps for check-out
- e) assist group leader with group departure
- f) send documentation to appropriate department, e.g. sales, accounting

P follow guidelines for processing group departures as outlined above, with consideration of house policy

F. DEPARTURES



**SKILL 1:
PROCESS GUEST
DEPARTURES**

1.4 follow steps to verify late departures	K	<p>outline steps to verify late departures:</p> <ul style="list-style-type: none"> a) check expected departure list for authorized and unauthorized late departures b) for authorized late departures, verify departures that have left by check-out time c) for unauthorized departures: <ul style="list-style-type: none"> • verify departure dates on arrival documents • contact guests and determine plans • make necessary alterations, for example: <ul style="list-style-type: none"> - post late departure charge - change departure date and adjust room status - make room change or alternate arrangements if unable to accommodate d) if unable to contact guest, do physical check of room to determine if still occupied; if there is luggage in room, check tags to verify name of occupants e) if room vacant, process check-out and mail receipt to guest f) inform other departments, e.g. housekeeping, guest services
	P	<p>follow steps to verify late departures as outlined above, with consideration of house policy</p>

**F.
DEPARTURES**

FRONT DESK AGENT



SKILL 1: PROCESS GUEST DEPARTURES

1.5 complete follow-up

K outline how to complete follow-up:

- a) process express check-outs:
 - check balance
 - bill to credit card, unless special billing arranged
 - check out room
 - mail receipt to guest
- b) process unpaid departmental charges:
 - post transactions
 - bill guest:
 - process credit card payments by adding charges to imprinted voucher
 - process cash payment, e.g. send to accounting, write off charges
 - mail invoice and receipt(s) to address on arrival documents
- c) process no-shows from previous night, e.g. send copy of receipt from credit card and hotel to guest

P complete follow-up as outlined above, with consideration of house policy

F.
DEPARTURES



**SKILL 1:
USE EQUIPMENT**

1.1 operate office equipment

- K** describe how to operate office equipment:
- determine operating guidelines:
 - read operation manual supplied by manufacturer
 - participate in training sessions
 - obtain assistance from supervisor or co-workers
 - follow operating guidelines for:
 - credit card imprinter
 - credit card authorization machine
 - facsimile machine
 - photocopier
 - telex
 - typewriter
 - calculator
 - computer
 - cash register
 - time stamp
 - computer key maker
 - public address system
 - clean and maintain as specified
 - report to supervisor if damaged or malfunctioning

P operate office equipment as outlined above

1.2 use operational systems

- K** outline how to use operational systems:
- computer system:
 - follow manufacturer's instructions to:
 - operate equipment, e.g. keyboard, printer
 - operate software, e.g. reservations, accounting
 - use system codes when inputting information, e.g. market segment, rates

**G.
DEPARTMENTAL
DUTIES**



SKILL 1: USE EQUIPMENT

1.2 cont'd

b) manual system:

- follow manufacturer's instructions for proper use of cash register to:
 - post transactions
 - settle accounts
 - void transactions
 - summarize cash out
- follow logging procedures to maintain:
 - room availability charts
 - log book
 - room board or rack
 - record of in and out times for shifts
- follow cash balancing procedure
- follow filing procedure for arrival documents

P use operational systems as outlined above, with consideration of house policy

G. DEPARTMENTAL DUTIES



**SKILL 2:
FOLLOW
OPERATIONAL
PROCEDURES**

2.1 follow procedures for shift change

- K** outline procedures for shift change:
- at beginning of shift:
 - sign in, e.g. payroll sheet, punch clock
 - obtain keys
 - pick up float
 - check with previous shift for information update, e.g. room availability, sales status
 - read log book for previous shift comments
 - at end of shift:
 - sign off
 - follow cash out procedures
 - return keys
 - relay information to incoming shift
 - complete entries into log book

P follow procedures for shift change as outlined above, with consideration of house policy

2.2 define log book

- K** define log book:
- journal which maintains flow of communication between employees, supervisors and departments; contains daily entries about activities at property

2.3 use log book

- K** outline how to use log book:
- read at beginning of shift
 - follow up on requests and indicate when completed, e.g. initial entries, cross out entries

G.
**DEPARTMENTAL
DUTIES**



SKILL 2: FOLLOW OPERATIONAL PROCEDURES

2.3 cont'd

c) record daily activities in log book, for example:

- guest complaints and follow-up required or completed
- billing problems
- supplies received or required
- requests for longer stay
- equipment problems
- security problems, e.g. guest key restrictions
- maintenance and/or housekeeping problems

P use log book as outlined above, with consideration of house policy

2.4 be informed about property decisions and activities

K outline how to be informed about property and activities:

- a) read hotel memos and staff bulletin boards
- b) liaise with other departments, for example:
 - ask sales department about upcoming promotions and events
 - ask food and beverage outlets about special promotions, e.g. daily specials
- c) attend staff meetings and training sessions
- d) experience property services and facilities personally

P be informed about property decisions and activities as outlined above, with consideration of house policy

G. DEPARTMENTAL DUTIES



**SKILL 2:
FOLLOW
OPERATIONAL
PROCEDURES**

2.5 keep front desk operation current

- K** outline how to keep front desk operation current:
- obtain information lists, for example:
 - expected arrivals
 - expected departures
 - occupancy status, e.g. rooms available, room changes
 - VIPs and guests with special needs
 - guest phone directory, by room number or name
 - guest accounts, e.g. high balance, cash
 - wake-up calls
 - personnel lists, e.g. special skills, phone numbers
 - for operations on computer system, print out back-up on regular basis

P keep front desk operation current as outlined above, with consideration of house policy

2.6 keep occupancy status information current

- K** outline how to keep occupancy status information current:
- verify room availability from chart or screen
 - check number of non-guaranteed reservations
 - check for group blocks
 - verify special features of available rooms, e.g. non-smoking, high or low floor
 - check housekeeping reports for discrepancies in room status
 - check status of out-of-order rooms, e.g. refer to maintenance reports, consult guest services

G.
**DEPARTMENTAL
DUTIES**

FRONT DESK AGENT



SKILL 2: FOLLOW OPERATIONAL PROCEDURES

G.

DEPARTMENTAL DUTIES

2.6 cont'd

2.7 handle guest mail

2.8 follow procedures for handling keys

g) update room availability chart or screen and room rack

P keep occupancy status information current as outlined above

K outline how to handle guest mail:

- a) pick up or accept mail, courier packages and facsimiles
- b) record all incoming mail, courier packages and facsimiles, noting:
 - time of arrival
 - name of delivery service
 - damage
- c) leave message for guest or deliver mail
- d) document delivery
- e) provide guest with delivery receipts, if available
- f) forward mail to guests who have checked out or return to sender if address of guest is unknown

P handle guest mail as outlined above, with consideration of house policy

K outline procedures for handling keys:

- a) for guest keys:
 - count keys to ensure adequate supply of:
 - room keys
 - mini bar keys
 - for computer system, make keys and reprogram locks according to manufacturer's instructions

**SKILL 2:
FOLLOW
OPERATIONAL
PROCEDURES**



2.8 cont'd

2.9 issue guest checks to food and beverage servers

- if key is lost, issue new key to guest after verifying identification of guest
 - obtain keys from guests at check-out
 - file keys returned to desk
- b) for department keys:
- ensure pass keys are signed in and out when issued to other department staff, e.g. initial key exchanges in key log
 - count master keys
 - report missing master keys to supervisor
 - ensure emergency keys are available and accounted for
- P follow procedures for handling keys as outlined above, with consideration of house policy
- K outline how to issue guest checks to food and beverage servers:
- a) record name of server and serial numbers of guest checks issued
 - b) verify that server returns all issued guest checks:
 - compare returned numbers with those issued
 - c) report discrepancies to supervisor
- P issue guest checks to food and beverage servers as outlined above, with consideration of house policy

G.
DEPARTMENTAL DUTIES



SKILL 2: FOLLOW OPERATIONAL PROCEDURES

2.10 file arrival documents

K outline how to file arrival documents:

- a) file current arrival documents:
 - in bucket at front desk
 - in designated order, e.g. by date, alphabetically, numerically
- b) file past arrival documents:
 - in designated filing area
 - in designated order

P file arrival documents as outlined above, with consideration of house policy

2.11 maintain work area

K outline how to maintain work area:

- a) check stock, for example:
 - credit card slips
 - minibar forms
 - brochures
 - office supplies
- b) order or obtain supplies from stock room or purchasing department
- c) organize materials at desk area
- d) keep work area and lobby clean, for example:
 - dust desk
 - fill and tidy brochure racks; discard out of date material

P maintain work area as outlined above, with consideration of house policy

G. DEPARTMENTAL DUTIES



**SKILL 3:
PROVIDE GUEST
SERVICES**

3.1 handle guest complaints

- K outline how to handle guest complaints:
- a) determine nature of complaint by obtaining facts
 - b) listen to and empathize with guest:
 - c) do not argue or disagree
 - d) investigate problem, e.g. check facts
 - e) identify possible solutions:
 - ask for guest's suggestions
 - determine available resources
 - f) select and follow through on best alternative to satisfy guest:
 - if unable to handle, refer complaint to supervisor or appropriate manager
 - g) follow up:
 - ensure complaint has been resolved
 - report complaint to immediate supervisor
 - recommend or take action to prevent similar occurrences
 - log complaint and action taken

P handle guest complaints as outlined above, with consideration of house policy

3.2 secure valuables in safety deposit box or safe

- K outline how to secure valuables in safety deposit box or safe:

- a) for safety deposit boxes:
- complete safety deposit box registration form:
 - record:
 - ▲ date and time of deposit
 - ▲ signature and name of guest
 - ▲ guest's room number
 - ▲ box number
 - ▲ key number
 - ▲ departure date
 - initial

G.
**DEPARTMENTAL
DUTIES**



SKILL 3: PROVIDE GUEST SERVICES

3.2 cont'd

- allow guest privacy to store valuables in safety deposit box
 - return deposit box to safe
 - issue key
 - inform guest of access times, lost key policy and charges
 - file registration form
 - for guest access:
 - record date and time on registration form
 - refile
- b) for common safe:
- accept valuables, seal in envelope and label
 - complete safe registration form:
 - record:
 - ▲ date of deposit
 - ▲ guest's name
 - ▲ guest's room number
 - ▲ departure date
 - initial
 - place envelope in safe
 - issue receipt
 - inform guest of access times
 - file registration form
 - for guests access:
 - record date and time on registration form
 - refile

P secure valuables for guests in safety deposit box or safe as outlined above, with consideration of house policy

G. DEPARTMENTAL DUTIES



**SKILL 3:
PROVIDE GUEST
SERVICES**

3.3 accommodate requests to change rooms	<p>K outline how to accommodate requests to change rooms:</p> <ul style="list-style-type: none"> a) identify reason for request, e.g. prefer non-smoking room, require special facilities b) check availability chart or screen: <ul style="list-style-type: none"> • determine status of rooms with other departments, e.g. how soon housekeeping could have ready for occupancy c) book room that meets desires or needs, if available d) arrange move with guest, e.g. ask guest to leave bags packed so they may be moved at later date e) change guest documentation f) exchange keys g) direct guest to new room h) adjust status of previous and current room i) inform other departments of change, for example: <ul style="list-style-type: none"> • request guest services move luggage • request special equipment from housekeeping • request switchboard reroute charges, calls and messages
P	<p>accommodate requests to change rooms as outlined above, with consideration of house policy</p>

**G.
DEPARTMENTAL
DUTIES**

FRONT DESK AGENT



SKILL 3: PROVIDE GUEST SERVICES

G. DEPARTMENTAL DUTIES

3.5 provide lost and found service

3.4 store and retrieve luggage

- K** outline how to store and retrieve luggage:
- a) for storing luggage:
- accept luggage and attach claim tag
 - mark name, room number and number of bags on claim tag
 - issue guest portion of claim tag and ask for pick up time
 - store luggage, accommodating special storage requirements as needed, e.g. frozen food in freezer
- b) for retrieving luggage:
- request claim tag
 - compare tag numbers with claim tag on luggage
 - verify that selected luggage is correct
 - remove claim tag and release luggage

P store and retrieve luggage as outlined above, with consideration of house policy

- K** outline how to provide lost and found service:
- a) for found items:
- record details, including:
 - date found
 - where item was found
 - description of item
 - finder's name, address and phone number
 - file information
 - store item

**SKILL 3:
PROVIDE GUEST
SERVICES****3.5 cont'd**

- do not send item to guest unless requested
 - b) for lost item inquiries, record:
 - date of inquiry
 - date of loss
 - description of item
 - name, address and phone number of person inquiring
 - file information
 - c) compare files, if match is found, return item to guest, e.g. notify guest, deliver item
- P provide lost and found service as outlined above, with consideration of house policy

G.
**DEPARTMENTAL
DUTIES**



SKILL 4: PROVIDE INFORMATION TO OTHER DEPARTMENTS

4.1 provide information to other departments

- K** outline how to provide information to other departments:
- select method of transmitting information, e.g. memorandum, computer system, telephone, order form
 - send required information to other departments as needed, for example:
 - complete forms and send to department involved, e.g. work order form to maintenance
 - receive communication from other departments, e.g. requests, memoranda, invoices
 - make entries in log book, e.g. for housekeeping requests
 - report complaints about outside services, e.g. leased gift shops, taxi cab companies with property contracts
- P** provide information to other departments as outlined above, with consideration of house policy

G. DEPARTMENTAL DUTIES



SKILL 5: PROCESS GUEST ACCOUNTS

5.1 process guest accounts

- K** outline how to process guest accounts:
- a) obtain interdepartmental vouchers for services, for example:
 - food and beverage outlets
 - laundry
 - phone
 - mini bar
 - movies
 - b) post charges to guest account
 - c) check entries for accuracy
 - d) update guest account balance
 - e) file interdepartmental vouchers
- P** process guest accounts as outlined above, with consideration of house policy

G.
DEPARTMENTAL
DUTIES



SKILL 6: HANDLE CASH

6.1 manage float

- K** outline how to manage float:
- a) count float and petty cash to ensure adequate amount and denominations
 - b) check for and record shortages and non-currency vouchers, receipts, coupons and bonus forms
 - c) record balance in log book and sign float out
 - d) ensure cash is secure
 - e) provide change for other departments, e.g. food and beverage outlets, gift shop
 - f) handle cash pay-outs for other departments:
 - obtain completed pay-out form
 - record time and date of pay-out
 - issue cash
 - attach receipt to form
 - post amount into system

P manage float as outlined above, with consideration of house policy

6.2 exchange foreign currency

- K** outline how to exchange foreign currency:

- a) ensure currency can be accepted
- b) verify exchange rate with credit manager or bank
- c) inform guest of exchange rate
- d) calculate exchange
- e) complete documentation, e.g. foreign exchange voucher
- f) give guest correct amount of cash

P exchange of foreign currency as outlined above, with consideration of house policy

G. DEPARTMENTAL DUTIES

**SKILL 6:
HANDLE CASH**
**6.3 process cheques****K** outline how to process cheques:

- a) for traveller's cheques:
 - check country of origin and type of currency for correct exchange
 - verify amount of cheque
 - obtain and witness guest signature
 - ensure signatures on cheque match
 - check that date and location are correct
 - verify cheque is made payable to property
 - authorize traveller's cheques by entering cheque serial number and denomination in credit card authorization machine, if available
 - handle traveller's cheques as cash
- b) for personal cheques:
 - ensure:
 - correct date is on cheque
 - signature is on cheque
 - written and numerical amounts match charged amount
 - cheque is made payable to property
 - request identification from guest
 - record numbers from identification on back of cheque
 - compare address, name and phone number on identification to cheque
 - call for authorization, if necessary
 - issue funds or apply to guest account

P process cheques as outlined above, with consideration of house policy

 G.
DEPARTMENTAL DUTIES

FRONT DESK AGENT



SKILL 6: HANDLE CASH

6.4 follow cash out procedure

- K describe cash out procedure:
- a) balance credit cards, cash and postings with cash register tape or computer printout
 - b) investigate discrepancies, e.g. check postings, cash count and totals
 - c) complete documentation
 - d) record deposit
 - e) submit deposit and documentation
- P follow cash out procedure as outlined above, with consideration of house policy

G. DEPARTMENTAL DUTIES



SKILL 1:
**OUTLINE FIRE
PROCEDURE**

1.1 outline how to determine role in case of fire

K outline how to determine role in case of fire:

- a) participate in fire drills and training sessions
- b) read operations manual
- c) determine what to do in case of fire, for example:
 - notify fire department
 - activate alarm
 - follow instructions of emergency personnel
 - assist with building evacuation
 - answer guest inquiries

1.2 describe common classifications of fire and extinguishing agents

K describe common classifications of fire and extinguishing agents:

- a) class A:
 - triangle symbol
 - ordinary combustible materials like cloth, wood and paper
 - water or multi-purpose dry chemical extinguishers are effective
- b) class B:
 - square symbol
 - flammable liquids such as petroleum products, paints and cleaners
 - carbon dioxide, dry chemical and multi-purpose dry chemical extinguishers are effective
- c) class C:
 - circle symbol
 - A or B fire with electrical current
 - multi-purpose dry chemical, carbon dioxide and regular dry chemical extinguishers are non-conductors of electricity and, therefore, are effective



SKILL 2: ADHERE TO SAFETY GUIDELINES

2.1 adhere to safety guidelines

- K** outline safety guidelines:
- a) keep exits and traffic lanes clear of obstacles
 - b) keep public areas clear of potential hazards, e.g. broken glass
 - c) ensure proper storage and marking of hazardous materials, e.g. flammable materials, poisonous materials
 - d) notify maintenance of potential safety hazards, e.g. frayed electrical cords, loose flooring, inoperable alarms
 - e) obtain first aid services of trained personnel if required
- P** adhere to safety guidelines as outlined above, with consideration of house policy

**SKILL 2:
ADHERE TO SAFETY
GUIDELINES****2.2 follow emergency procedure**

- K** outline emergency procedure:
- a) remove immediate danger if possible
 - b) phone emergency number or contact trained personnel
 - c) follow instructions and await emergency personnel
 - d) document:
 - name of person reporting emergency
 - date and time of report
 - nature of illness or accident
 - time emergency personnel called
 - time emergency personnel arrived
 - e) follow up:
 - communicate to other departments
 - inform management
 - provide input to prevent reoccurrence
- P** follow emergency procedure as outlined above, with consideration of house policy

H.
**SAFETY
AND
SECURITY**



SKILL 3: FOLLOW SECURITY PROCEDURE

3.1 follow security procedure

- K outline security procedure:
- a) do not reveal guest room numbers, for example:
 - do not announce guest room number in front of others
 - do not confirm guest room number over phone
 - direct inquiries about guest's room number to house phone and connect call
 - b) control access to restricted areas, e.g. pool area, exercise room
 - c) maintain casual surveillance of lobby and front desk area, e.g. watch for loiterers, vagrants, unattended children
 - d) call security department or local police for security problems
 - e) co-operate with authorities, e.g. fan-outs, hotel/motel detail
- P follow security procedure as outlined above

H. SAFETY AND SECURITY



**SKILL 1:
OUTLINE
PROVINCIAL
REGULATIONS**

1.1 outline *Innkeepers Act* regarding liability of innkeeper

K

outline *Innkeepers Act* regarding liability of innkeeper:

5. No innkeeper is liable to make good to any person who is not registered as an occupant of a room or rooms in his inn any loss of or injury to property brought into his inn, except
 - (a) when the property has been stolen, lost or injured, through the default or neglect of the innkeeper or his employee, or
 - (b) when the property has been deposited expressly for safe custody with the innkeeper and a check has been issued for the property.
6. Every innkeeper
 - (a) shall keep conspicuously posted in the office of his inn, and in every bedroom ordinarily used for the accommodation of inn guests, a printed or plainly written copy of section 7, and
 - (b) is entitled to the benefit of this Act only in respect of property that is brought to his inn while the copy of section 7 is posted as required by this section.
7. An innkeeper is not liable to make good to his guest any loss of or injury to property brought to his inn, except
 - (a) when the property has been stolen, lost or injured through the wilful act, default or neglect of the innkeeper or his servants,
 - (b) when the property, other than a vehicle, has been expressly delivered for safe custody to the innkeeper, but the innkeeper may, if he thinks fit, require as a condition of his liability under this clause that the property be deposited in a box or other receptacle and fastened and sealed by the person depositing it, or

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SKILL 1: OUTLINE PROVINCIAL REGULATIONS

1.1 cont'd

(c) when a vehicle has been expressly delivered into the custody of the innkeeper for storage or parking in a place specifically reserved and designated by the innkeeper for the storage or parking of vehicles, in which case the liability of the innkeeper for the vehicle and its contents is that of a bailee for reward.

(RSA 1980 cl-4 ss5-7)

1.2 outline *Innkeepers Act* regarding penalties for disturbance

K outline *Innkeepers Act* regarding penalties for disturbance:

9(1) In this section "disturbance" means a disturbance of the peace and quiet of the occupants of an inn by fighting, screaming, shouting, singing or otherwise causing loud noise.

(2) A person who

(a) causes a disturbance in an inn and, having been requested by the innkeeper or his agent to desist, continues to cause or again causes a disturbance, or
(b) having caused a disturbance, fails to leave the inn forthwith after being requested to do so by the innkeeper or his agent,

is guilty of an offence and liable to a fine of not more than \$500 or to imprisonment for 6 months or to both.

(3) An innkeeper or an agent of an innkeeper who

(a) knowing of a disturbance in the inn, fails to request the person causing the disturbance to desist, or
(b) having made such a request and in the case of a continuation or recreation of a disturbance, fails to request the person causing the disturbance to leave the inn forthwith,

is guilty of an offence and liable to a fine of not more than \$500 or to imprisonment for 6 months or to both.

I. PROVINCIAL REGULATIONS



**SKILL 1:
OUTLINE
PROVINCIAL
REGULATIONS**

1.2 cont'd

10. A peace officer who finds a person committing an offence under section 9.2 or who has reasonable and probable grounds to believe that a person has committed an offence under section 9.2 may arrest him without a warrant.

(RSA 1980 cl-4 s9; 1981 c18 ss3-4)

1.3 outline *Innkeepers Act* regarding failure to provide safe custody

K outline *Innkeepers Act* regarding failure to provide safe custody:

8. If

- (a) an innkeeper refuses to receive the property of a guest for custody, or
- (b) a guest through any default of the innkeeper is unable to deliver the property to the innkeeper,

as mentioned in section 7, the innkeeper is not entitled to the benefit of this Act in respect of that property unless his inn

- (c) was not equipped with a proper safe or vault, or
- (d) did not have a place for the storing or parking of vehicles,

as the case may be, and the innkeeper so informed the guest at the time of refusing or failing to receive the property.

(RSA 1980 cl-4 s8)

1.4 outline *Individual's Rights Protection Act* restricting discrimination against individuals with respect to accommodation services

K outline *Individual's Rights Protection Act* restricting discrimination against individuals with respect to accommodation services:

3. No person, directly or indirectly, alone or with another, by himself or by the interposition of another, shall

- (a) deny to any person or class of persons any accommodation, services or facilities customarily available to the public, or
- (b) discriminate against any person or class of persons with respect to any accommodation, services or facilities customarily available to the public,

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SKILL 1: OUTLINE PROVINCIAL REGULATIONS

1.4 cont'd

1.5 outline *Hotel Room Tax Act* regarding tax on purchaser and penalty for failure to collect tax

because of the race, religious beliefs, colour, sex, physical disability, ancestry or place of origin of that person or class of persons or of any other person or class of persons.

(RSA 1980 cl-2 s3; 1985 c33 s2)

K outline *Hotel Room Tax Act* regarding tax on purchaser and penalty for failure to collect tax:

- 2(1) A purchaser shall pay a tax to the Provincial Treasurer at the rate of 5% of the purchase price of the accommodation.
- (2) An operator shall collect, as an agent of the Provincial Treasurer for the collection of tax, the tax payable under this Act from the purchaser when the purchase is made.
- (3) If the Crown in right of Alberta is a purchaser, it shall pay an amount equal to the tax it would pay if it were a natural person, which amount shall be treated as an amount of tax paid under this Act.
- (4) Notwithstanding subsection 1, no tax is payable in respect of accommodation purchased for its own use by a country or state other than Canada, a political subdivision of that country or state, an agency of that country, state or political subdivision, or an accredited person representing that country, state or political subdivision in Canada ...

- 5(1) The Provincial Treasurer may assess against an operator who fails to collect or remit tax that he is required by this Act to collect and remit a penalty in an amount equal to the amount of tax that he failed to collect or remit ...

(RSA 1987 cH-11.5 ss2-5)

I. PROVINCIAL REGULATIONS

SKILL 1:
OUTLINE
PROVINCIAL
REGULATIONS



1.5 cont'd

Native People Subject to Tax:

1. Alberta's hotel tax applies to sales of temporary accommodation to all purchasers, including Native people.
2. A lodging establishment owned and/or operated by a Native person or a Native people's group or association or other organization, is subject to the same conditions as any other lodging establishment in Alberta in respect of the collection of the hotel room tax.

(Alberta Treasury Revenue Administration, Information Circular, June 1987/hrt-8)

1.6 outline *Petty Trespass Act* regarding offences and penalties

K outline *Petty Trespass Act* regarding offences and penalties:

- 1(1) No person shall trespass on
- (a) privately owned land,
 - (b) Crown land subject to any disposition granted under the Public Lands Act, except a grazing lease or grazing permit, or
 - (c) a garden or lawn,
- with respect to which he has had notice by word of mouth, or in writing, or by posters or signboards, not to trespass.

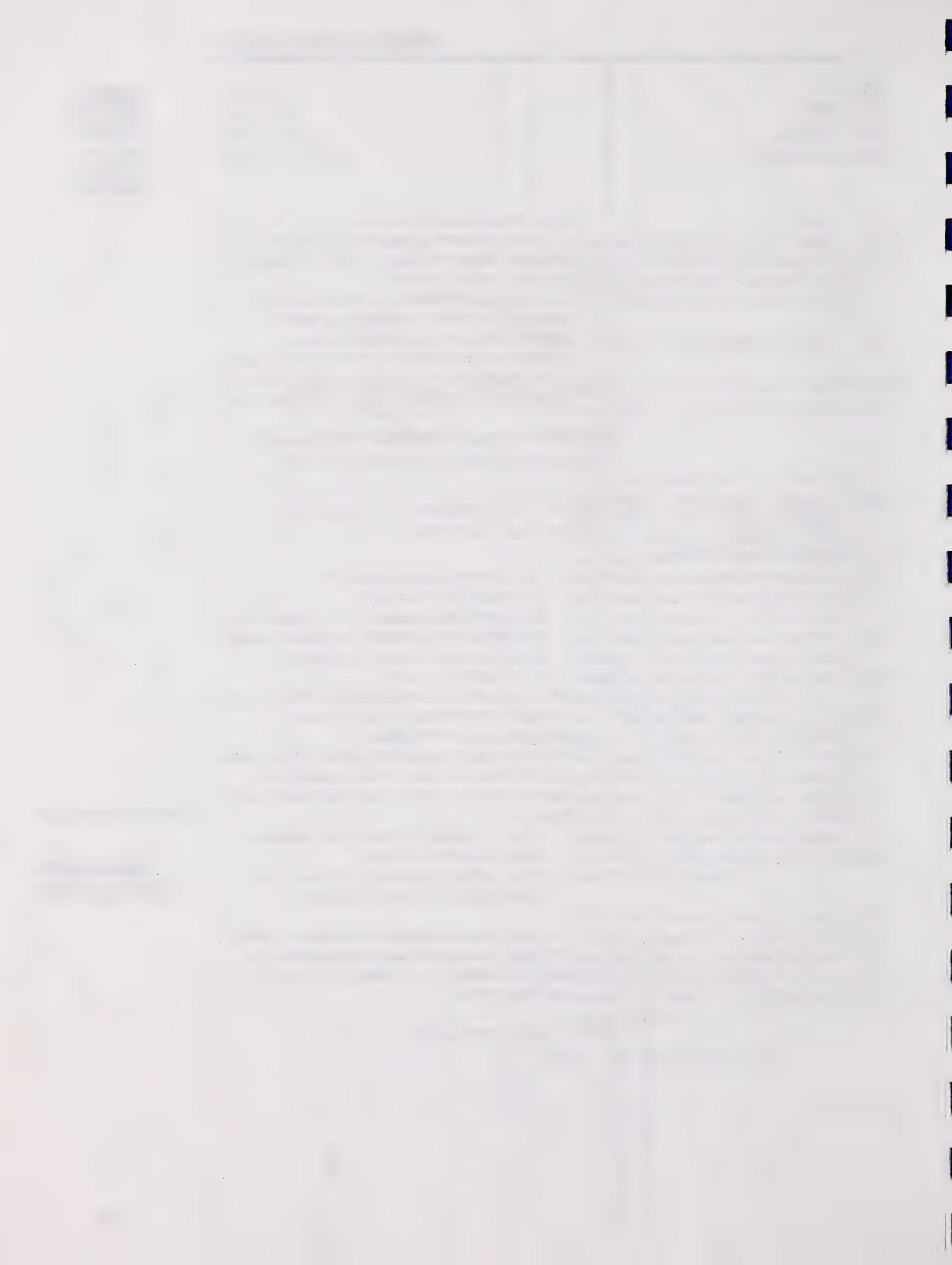
(2) For the purposes of subsection (1) a person shall be deemed to have had notice not to trespass when posters or signboards are visibly displayed

- (a) at all places where normal access is obtained to the land, and
- (b) at all fence corners or if there is no fence, at each corner of the land

2 A person who contravenes section 1, whether or not any damage is occasioned thereby, is guilty of an offence and liable to a fine of not more than \$100.

(RSA 1970 c273 ss2-3)

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▼ GLOSSARY

arrival document	-	document guest signs upon arrival
bucket	-	containers at front desk in which guest information is kept
call backs	-	when telephone operator calls property to inform switchboard of long distance call time and charges
call restriction	-	restrict outgoing calls from guest room
cash guest accounts	-	accounts paid in cash; services must be paid in cash at time of use
central reservations	-	centre where reservations for all properties in hotel or resort chain can be made
complimentary/house	-	property waives charges for accommodation or service
computer card key	-	a plastic or cardboard key that has room lock encoded on it
confirmation	-	property indicates to guest that room has been booked for specific dates; not a guarantee
direct line	-	designated phone line from specified geographical location to property
expected arrivals list	-	list of guests with reservations expected to check in on specific date
expected departures list	-	list of guests expected to check out on specific date
folio	-	document containing reservation and guest account information
function sheets	-	lists and details functions held at property for specific time period



▼ GLOSSARY cont'd

guest check	-	numbered bill used by food and beverage outlets
house	-	anything pertaining to particular property
high balance account	-	accounts with credit card charges at or exceeding house limit
late departure list	-	list of guests who have not checked out by check out time
market segment	-	group of people that have common characteristics, e.g. type of business
message signal	-	light on guest room phone to indicate message is waiting
non-currency	-	any document that replaces currency, e.g. receipts, vouchers, coupons
rating code	-	computer code used to designate type of rate, e.g. corporate, government
registration card (reg card)	-	form containing reservation information; guest must fill out or sign upon check-in
room availability chart or screen	-	chart or computer display indicating room occupancy status
room rack or rooming board	-	visual display indicating current status of rooms
stayovers	-	rooms occupied overnight
time stamp	-	records time on document using machine or rubber stamp
toll free line	-	designated long distance line to property or central reservations; calls are free of long distance charges
walk-in	-	guest without reservation who requests room

N.L.C.-B.N.C.



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